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once

and MICROSOFT PROXY SERVER from Microsoft Corporation of Redmond, WA. The hardware, software, and protocols--as well as the underlying concepts and techniques--supporting the Internet are generally understood by those in the art.--

In the claims

[Please amend Claims 16, 36, and 58 as follows:]

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16. (Amended) The platform recited in Claim 15, wherein the generic personalized dialogs software component further comprises a generic random prompt pool software component.

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36. (Amended) The method recited in Claim 35, wherein providing one or more generic software components further comprises providing a generic random prompt pool software component.

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58. (Amended) The voice integration platform recited in Claim 57, wherein the means for incorporating natural language concepts further comprises means for providing that prompts are not repeated.

In the figures

Please amend Figure 1 as per the attached drawing. The formal drawings being submitted concurrently include the amendment set forth in the attached drawing.